

Qichao Chu

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EXPERIENCE

- ◊ **Staff Software Engineer, Tech Lead Manager (TLM)** 01/15/2018 - Current
- Uber**, Kafka - Platform Engineering Dec 2020 - Now / Sunnyvale, CA
- Led Uber's trip-critical Kafka Messaging platform ([Kafka Consumer Proxy/uForwarder](#), Kafka REST Proxy, [uReplicator \(Uber's MirrorMaker\)](#)), accountable for reliability, on-call outcomes, and roadmap execution.
- Drove platform architecture: replication re-architecture, **Flink**-based ingestion, and **AutoMQ/RBS** adoption to improve durability and operational simplicity.
 - Cut consumer incident mitigation from ~3 hours to ~30 minutes by designing freshness-restore + automated failover/backfill workflows across KCP and replication pipelines.
 - Implemented and supporting: native/proxy clients, retryQ/DLQ, context propagation, zone isolation, workload rebalance, metadata storage(**Zookeeper**) and much more.
 - Owned **uGroup** (Kafka consumer monitoring) end-to-end: uber.com/blog/introducing-ugroup-ubers-consumer-management-framework
 - **ex-TLM of Kafka Control Plane**, enhanced internal Kafka metadata management with cloud-like experience. Strengthen cross-region reliability through source-of-truth re-architecture.
- Knowledge Platform founding member**, supporting Online Data AI transformation
- Built efficient CPU-based embedding generation service for large-scale near realtime ingestion.
 - Built knowledge data intake(WebSocket push, API fetch, etc) service featuring **OpenSearch** indexing, **LanceDB** persistence, and taxonomy/ontology extraction.
- Active Uber Ring0 First Responder**: Global incident responder / incident commander: coordinated cross-team mitigations including lockdowns and failovers during SEVs.
- Uber**, Money - Core Services Nov 2018 - Dec 2020 / Amsterdam, The Netherlands
- Tech Lead of Collections & Cashouts team**, moving money in and out of Uber for the areas of arrears collection and driver cashout, in a secure, efficient and scalable way
- Led 3DS/SCA project, worked with 10+ teams and 10+ European banks to enable two-factor auth for credit card payment across 60+ payment flows in European Economic Area.
 - Integrated UberPay in arrears collection, instantly unlocking more payment service providers in different regions without repeated integration.
- Uber**, Identity - Security Engineering Jan 2018 - Nov 2018 / San Francisco, CA
- Maintained Uber's 3rd party customer identity platform for OAuth and external provider integrations.
 - Implemented both backend and frontend changes for new Alipay-Uber integration
 - Enabled Uber in Google Maps with new JWT-based 3rd-party integration
- ◊ **Member of Technical Staff III** 02/16/2016 - 01/12/2018
- VMware**, Network & Security Business Unit Palo Alto, CA
- Implemented CDO mode IPS mode cluster level API
 - Enhanced NSX-V product security for FIPS certification, including upstream(Python) patches
 - Implemented CLI and daemon to support Java profiling on NSX-T/V Controllers
- ◊ **Software Engineer Intern** 05/04/2015 - 07/15/2015
- Alibaba Group**, Data Technology & Product Division Hangzhou, China
- Built a **Apache Storm** and **Apache Kafka** based large scale realtime crawler, with peak performance of 10M pages/day

EDUCATION

- ◊ **Georgia Institute of Technology**, Atlanta, Georgia 08/04/2014 - 12/15/2015
- Master of Science in Electrical & Computer Engineering GPA: 3.81/4
Research Assistant, Contributed to DoE ARPA-E with data collection application CommuteWarrior